

# ***Building a World-Class Workforce Through Collaboration***

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## Kentucky Workforce Investment Board Members

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Sue Tamme, Business and Industry Committee  
Glenna Taylor, Local Liaison Committee

**Photographs represent individuals and activities contributing to workforce development.**



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February 12, 2004

Dear Governor Fletcher:

As chair of the Kentucky Workforce Investment Board (KWIB), I am pleased to submit the 2002-2003 program year annual report of Kentucky's workforce investment system accomplishments. This report highlights the successes and outstanding performance of our Local Workforce Investment Areas and our one stop system as they are supported and complemented by system partners.

The Kentucky Workforce Investment Board's role is one of convener, facilitator, and system builder – to develop, communicate, and support a strategic vision and plan for building Kentucky's workforce. Therefore, since the KWIB is not in the business of program implementation, it is important to recognize that it is the hard work and dedication of local and state partners that make these initiatives successful. We truly appreciate their commitment and tireless energy in serving the businesses and citizens of Kentucky. This report highlights some of their many accomplishments as organized around KWIB's strategic goals. It is not meant to be all-inclusive – but rather a snapshot of some of the outstanding state and local initiatives, that, when woven together, add up to significant progress toward our goal of creating a world-class workforce.

There are two initiatives that I am particularly excited about. The first is the Kentucky Employability Certificate (KEC), which I believe is an important tool in ensuring that we have a pool of workers with the foundational skills businesses need. I look forward to the growth of the KEC and the important role it will play in assuring that our workforce will be prepared for 21<sup>st</sup> century careers. The second initiative is the strategic planning process that the KWIB and 10 local Workforce Investment Boards undertook during 2003. The new KWIB strategic plan refocuses the attention and endeavors of the KWIB and its partners in light of changing environmental factors, emphasizing the need for awareness, alignment, access, and accountability within the workforce development system.

Again, I want to thank our state and local partners for their commitment and collaborative efforts. We appreciate the hard work and dedication of the professionals within partner organizations, as well as the contributions of non-government partners and business leaders from across the commonwealth. This report is a tribute to their contributions. We look forward to new opportunities under Governor Ernie Fletcher and Secretary Virginia G. Fox, and thank Governor Paul Patton and Secretary Allen Rose for their support during their tenure. On behalf of the Kentucky Workforce Investment Board and our workforce partners, I am pleased to present this annual report.

Sincerely,

Ken Oilschlager



Kentucky's workforce partners include:

- the Kentucky Workforce Investment Board;
- 10 Local Workforce Investment Boards (Barren River, Bluegrass, Cumberlands, Eastern Kentucky Concentrated Employment Program [EKCEP], Green River, Greater Louisville, Lincoln Trail, Northern Kentucky, West Kentucky [Purchase/Pennyrile], and TENCO [the 10-county area in northeastern Kentucky]);
- the Kentucky Education Cabinet;
- the former Cabinet for Workforce Development (the Department for the Blind, the Department for Employment Services, the Department of Vocational Rehabilitation, the Department for Technical Education, the Department for Training and ReEmployment, and the Americans with Disabilities Act office);
- the Council on Postsecondary Education (now including Kentucky Adult Education);
- the Kentucky Community and Technical College System [KCTCS]; and
- the Cabinet for Economic Development (including the Bluegrass State Skills Corporation).

## *Introduction*

The Kentucky Workforce Investment Board's (KWIB) 2002-2003 Annual Report, **Delivering a World-Class Workforce Through Collaboration**, highlights the successes and outstanding performance of Kentucky's Local Workforce Investment Areas and the one-stop system as they are supported and complemented by system partners. The report is organized around two elements: (1) the goals set by the KWIB in its initial strategic plan in 2001 and (2) the accomplishments of system partners in addressing those goals. It provides a general overview of KWIB and partner activities and accomplishments. It is not a detailed accounting of all undertakings. Several partners (such as the Cabinet for Economic Development, the Bluegrass State Skills Corporation, the Council on Postsecondary Education, the Kentucky Community and Technical College System, and the Department for Training and ReEmployment) compile comprehensive reports of their annual activities and accomplishments. This is not an attempt to duplicate those documents. Instead, it includes activities that illustrate responses to KWIB's strategic plan goals.

The goals are:

- to develop a comprehensive system that identifies and fills the skill gaps in Kentucky's labor market on an ongoing basis;
- to develop a marketing and public relations strategy that enhances awareness of workforce development issues for businesses and citizens of the commonwealth;
- to build a statewide, user-friendly, customer-driven infrastructure for workforce development;
- to establish Kentucky as a national leader in workforce development and lifelong learning; and
- to increase coordination, communication, and resources to provide universal access to quality workforce development services for Kentucky's youth.

The mission of the KWIB is to be a leader and catalyst in creating a comprehensive, customer-driven workforce development system that meets the changing needs of job seekers, incumbent workers and employers. This performance-based system leverages public and private resources by building strong partnerships to produce a skilled workforce and an improved quality of life for all Kentuckians.

One of the major foundation blocks of workforce development and the Workforce Investment Act of 1998 is the one-stop system. This system provides services to job seekers, incumbent workers, businesses,



## *Delivering a World-Class Workforce Through Collaboration*

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dislocated workers, and youth through 31 comprehensive one-stop career centers located throughout the state and over 90 satellite and affiliate centers.

In partnership with the 10 local workforce investment boards, the KWIB undertook a comprehensive planning initiative throughout 2003 to update the strategic direction of the boards as they grow and retain Kentucky's future workforce in their communities. Futurist Ed Barlow of Creating the Future Inc. presented 10 community events entitled *Creating a Competitive Economic Development and Workforce Advantage*. Bob Knight, former president of the National Association of Workforce Boards (NAWB), partnered with Barlow in this project. In addition to the community events, the LWIBs participated in *Taking Your WIB to the Next Level* sessions designed to move boards toward a more strategic role.

The KWIB's proposed strategic directions include creating a sense of urgency around the importance of workforce and economic development, promoting and supporting career pathway models, organizing workforce development efforts around industry clusters, and enhancing relationships with educational institutions and economic development partners. The KWIB will finalize its plan in early 2004.

Major challenges for program years 2003 and 2004 lie ahead, including:

- implementing a new strategic plan in collaboration with local WIBs and other state and local partners;
- meeting the needs of the business community and engaging businesses as full partners;
- capacity building and training for one-stop staff and local workforce investment boards;
- marketing and public relations of the one-stop system;
- further development of accountability and financial tracking systems; and
- resource challenges in this time of diminishing public funds.

The following pages describe how KWIB and its partners have addressed the goals set in 2001 and set the stage for meeting the challenges of the future.





**Quote**

“From the perspective of my many years in the economic development and chamber business, the KEC is the only tool I have ever seen that really works! Businesses can be assured that workers possess the foundation skills necessary to be productive.”

Ken Oilschlager, President,  
Kentucky Chamber of  
Commerce

**Quote**

“The certificate (KEC) may be just a piece of paper, but it’s also a symbol of that partnership that exists here to improve the skills of local workers...it doesn’t exist anywhere else...and I appreciate the multi-partner efforts that brought the KEC to Owensboro.”

Bob Wayman, Plant Manager,  
Unilever Best Foods,  
Owensboro

## **Goal 1**

*To develop a comprehensive system that identifies and fills the skill gaps in Kentucky’s labor market on an ongoing basis.*

### **Statewide Initiatives**

- ❑ A **Kentucky Employability Certificate (KEC)** documents an individual’s attainment of foundation skills in applied math, reading and locating information and gives a prospective employer assurance that the new hire will be able to accomplish what is required. Over 1,800 certificates were issued from May 2003 through December 2003. The certificate is based on ACT’s WorkKeys® system and has been endorsed by the Kentucky Community and Technical College System (KCTCS), Kentucky Adult Education, the Council on Postsecondary Education, the Kentucky Chamber of Commerce, the Kentucky Society for Human Resource Management, the Kentucky Industrial Development Council, the Kentucky State District Council of Carpenters, Bluegrass Chapter of the Society for Human Resource Management, Associated Industries of Kentucky and the Cabinet for Workforce Development. Kentucky was the first state in the nation to introduce such a certificate. The KWIB, in conjunction with ACT Inc. is the major sponsor.
  - **The May 2003 statewide KEC kickoff** was held in Daviess County because of Owensboro’s leadership in using WorkKeys® and the KEC.
  - **Kentucky Adult Education/Council on Postsecondary Education funded KEC pilots** in Christian, Clay, Daviess, Harlan, Hopkins, Johnson, McCracken, Pulaski, and Warren counties. The goals of the pilots are to develop replicable models for engaging adult learners in using the WorkKeys® system, to earn a KEC or a Kentucky Manufacturing Skill Standards Certificate and building demand among employers and to increase the transition of adult learners into postsecondary education and employment.
- ❑ The **Kentucky Manufacturing Skill Standards (KMSS)** have continued to evolve into a complete standards delivery system. During calendar year 2003, 2,001 KMSS certificates were awarded statewide, a 74 percent increase over calendar year 2002. During 2002, the KMSS became the first manufacturing skill standards and assessment available online at approved centers and via new Department of Defense hand-held rapid scoring systems technology. A practice test is available at [www.revealtechnologies.com/kmss](http://www.revealtechnologies.com/kmss) with the user name “KMSS” and “hello” as the password.

Additionally, new support materials including interactive training CDs were developed for training proctors and assessment centers for delivery of the KMSS online. Associated Industries of Kentucky and the TriEd Economic Development Center initiated a pilot assessment project in northern



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Kentucky with adult education providers, Gateway Community and Technical College and local employers to use the KMSS as a tool to establish a pool of potential workers for the local manufacturing industry. The major partners in the KMSS initiative are Bluegrass State Skills Corporation, KCTCS, the Kentucky Department of Education and the Department for Technical Education.

- ❑ **Launching Workforce Kentucky** ([www.workforcekentucky.ky.gov/](http://www.workforcekentucky.ky.gov/)) in 2003, the Department for Employment Services played the lead role in providing an integrated Web application for public access to America's Labor Market Information System. This new product is available for job seekers, employers and workforce and economic development professionals to keep abreast of constantly changing workforce related data.
  - **The Labor Market Information (LMI) Survey** of job vacancies, required educational levels, benefits and underemployment conducted by researchers from the University of Kentucky and the University of Louisville was released at the November 2002 KWIB meeting. The data and the researchers' reports are available at <http://lmisurvey.ky.gov/>.
  - **Comprehensive demographic and workforce information reports** for each of the WIB community strategic planning events conducted in 2003 were prepared by the Office of Workforce Research and Analysis. This information can be found at [http://kwib.ky.gov/stratplan\\_localdata.htm](http://kwib.ky.gov/stratplan_localdata.htm).
- ❑ In order to remain competitive in the global market, the **Ford Motor Company Louisville Assembly Plant** (LAP) needed to computerize processes and implement lean manufacturing principles. The facility has an aging workforce and anticipates substantial retirements within the next three years. With assistance from the KCTCS KY WINS and WIA reserve funds, LAP implemented an aggressive and innovative three-year training plan to provide skills upgrade training to over 5,000 production workers in the high volume production facility. KCTCS served as the lead agency for the project and assisted in the development of the training plan. The "training bubble" required hiring new employees and rotating both new and existing employees into training classes. This allowed the facility to maintain its current level of production as well as continuously improve its processes and achieve increased levels of production throughout the training period.

### Local Initiatives

- ❑ **A two-year \$1 million grant to Goodwill Industries** in Kentucky's **Bluegrass Workforce Investment Area** was funded by the U.S. Department of Labor, giving businesses an opportunity to dispel myths and stereotypes about individuals with disabilities while establishing a model of seamlessness between private industry and workforce investment partners. As a new one-stop partner, Goodwill Industries holds workshops at Central

#### Quote

"When I first heard Ed Barlow, I realized that all policy makers and business leaders in Kentucky need to hear his message. Mr. Barlow stated very clearly to us that other countries of the world are moving forward competitively... it is imperative that we prepare our workforce to compete in this global arena. Our future is contingent on high-quality education and leaders with this vision."

Martha Layne Collins  
Commonwealth of  
Kentucky  
Governor, 1983-1987  
Georgetown College  
Executive Scholar in  
Residence  
1998 to present

#### Fast Fact

A total of 109,880 Kentuckians enrolled in adult education programs in 2002-2003.



### Highlight

Carmen H. enrolled in the dislocated worker program after being laid off from her \$11.66 per hour job with Corporate-Flight Management where she had worked for over 9 years. Since fast-paced emergency room work was her goal, she completed an associate nursing program offered by Western Kentucky University, passed the exam to become a licensed registered nurse, and began working at the Medical Center of Bowling Green at \$15.80 per hour. Since then, Carmen has accepted a day-shift job in the Greenview Regional Hospital's emergency room earning \$22 per hour. She is thankful to the WIA Dislocated Worker Program and the Barren River Area Development District for the opportunity to do meaningful work – at a better salary.

Kentucky Job Centers and on-site at companies and businesses for top management, supervisors and workers.

- ❑ **A business consortium to address employee training needs** is entirely business driven, rather than agency driven in the **Green River Workforce Investment Area**. The business leaders determine the consortium's needs and look to the stakeholders to meet those needs. Participants include leaders from 10 industrial organizations (Weyerhaeuser, Commonwealth Aluminum, Century Aluminum, McElroy Metals, Alcoa Automotive, First Class, Roll Coater, Southwire, Dal-Tile, and Precision Roll Grinder) along with the Hancock County Industrial Training Consortium.

In its first year, the consortium established a management structure, a curriculum committee to identify the types of training upgrades each company needed, cross-referenced training needs to streamline training, and arranged courses to fit into the industries' schedules. Packaged curricula are used whenever possible but most courses are customized for an industry's needs. Discussions are underway with multiple state and federal partners as the consortium plans its next goal: a training facility.

- ❑ **In the West Kentucky Workforce Investment Area, Pella, one of Fortune magazine's "100 Best Companies to Work For,"** located a plant in Murray because of the number of workers made available by local plant closures. Nearly 4,000 applications were received for the anticipated 500 Pella positions. Company representatives worked with one-stop staff to shape the direction and scope of services offered. The Career Development Center, a local one stop, partnered with a service provider, Calloway County Adult Education, to meet the company's potential employee assessment requirements and to provide sessions to improve applicants' basic skills. Other partners in the Pella initiative included the Cabinet for Economic Development and Kentucky WINS through KCTCS.
- ❑ **JobFit, an innovative EKCEP pilot project,** is getting employers' attention in Eastern Kentucky. JobFit is a Web-based job profiling system that helps employers find the right workers for their particular job needs. It is based on the premise that employees are the most important asset to any business. Employees who are well-matched to their positions will have higher attendance records, less turnover, higher job satisfaction, and better job performance creating a win-win situation for job seekers and employers. JobFit allows job seekers to complete a survey that constructs an accurate profile of their strengths, interests, learning styles, and workplace attitudes. Employers then match job seekers' profiles to the profiles of the most successful workers in available positions. EKCEP is currently piloting JobFit in six of its 23 counties.
- ❑ **Job Quest 2003 was sponsored by the Green River Workforce Investment Board in May.** The event attracted more than 1,600 job seekers – the unemployed and many looking for better jobs. Eighty-five exhibitors recruited new employees and took job applications. Exhibitors included health care providers, manufacturers, tourism-related companies, and several public safety agencies.



## *Delivering a World-Class Workforce Through Collaboration*

- ❑ **A Louisville survey identified the greatest workforce challenge as the ability to match qualified local talent with opportunities.** Faced with the challenge of making a substantial and sustainable impact on the process of connecting job seekers and employers, a unique partnership was formed – The **Regional BrainGain Alliance** – made up of Career Resources Inc., **KentuckianaWorks**, Greater Louisville Inc. and MyCareer Network. Through a collaborative effort between Greater Louisville and KentuckianaWorks’ one-stop operator, Career Resources Inc., a regional job portal was created to make searching for career opportunities and/or searching for qualified candidates easier for both job seekers and employers. The portal serves as a central database of job openings and job seekers and offers a comprehensive listing of full- and part-time jobs in Greater Louisville’s 24-county workforce region.

The Web site currently has over 47,000 resumes posted in its database including all one-stop customer resumes. Over 930 employers are currently using the portal to post their open positions and over 400 hires have been made through the site.

- ❑ **With its strong manufacturing industry base**, it was important for the **Northern Kentucky Workforce Investment Area** to establish a combination of services that meets their needs. Manufacturers now have several options for ensuring that employees have the skills needed through use of the Kentucky Manufacturing Skill Standards tests and certification and the Test of Adult Basic Education (TABE) administered and supported by Northern Kentucky WIA partners. Partners include adult education, Gateway Community and Technical College, the Department for Employment Services, Associated Industries of Kentucky, TriEd, Bluegrass State Skills Corporation (BSSC), the Department for Technical Education and the Northern Kentucky WIB.
- ❑ **A Business Services Team in the TENCO Workforce Investment Area** was established to select a business service representative for each one-stop. A representative from the Department for the Blind serves the Morehead Center, representatives from KCTCS serve the Maysville and Ashland centers. The representatives contact businesses to determine their workforce needs, relay the needs of the employers to the one-stop partners, for example, and propose a collaborative solution to meet the needs of the businesses. Two workplace adult education classes were offered and the company gave incentives to employees who raised their reading level or earned a GED.



### Fast Facts

#### The Department for Employment Services (DES)

- provided services to nearly 253,000 job seekers
- filed 123,284 claims for unemployment insurance
- provided nearly \$491 million in unemployment insurance benefits to more than 140,000 claimants
- made resource information available via the Internet to 205,000 visitors
- held seminars benefiting 1,200 Kentucky employers
- issued 10,000 Work Opportunity Tax Credit certificates, a potential \$24 million tax savings to employers

At left: Michelle Tinsley, employment specialist, assisting two customers in the Green River Workforce Investment Area.



### Fast Fact

A total of 102,648 individuals were served by KCTCS in workforce training and assessment.

### Quote

“Most of the local areas do a good job marketing their local services and one-stop centers...but I believe it is critical to brand and market the one-stop system state-wide, this is long overdue. In addition to providing cost efficiencies, businesses and individuals need easy access across the state...they don't care about area boundaries.”

Mike Garrison, Chair KWIB Marketing and Public Relations Committee

## Goal 2

*To develop a marketing and public relations strategy that enhances awareness of workforce development issues for businesses and citizens of the commonwealth.*

## Statewide Initiatives

- ❑ **Kentucky WorkNet ... Delivering a world-class workforce** was chosen by the KWIB as the new brand and tag line for the one-stop system. On the near horizon, the KWIB and the system will develop and implement a comprehensive marketing plan for Kentucky WorkNet.
- ❑ **A KWIB white paper summarizing feedback** from four business roundtables hosted by the KWIB throughout the commonwealth between 2001 and 2003 was released. The roundtables were held to find what major workforce challenges the business community faces and how the public workforce development system might help them to address these issues. The white paper, entitled *Building a Demand-Driven Workforce Development System in Kentucky*, is available at [http://kwib.state.ky.us/board\\_resources.htm](http://kwib.state.ky.us/board_resources.htm).
- ❑ **The KWIB Web site** – <http://kwib.state.ky.us/> – was expanded in 2003 to become a virtual one-stop site for information and data related to the strategic planning initiative and up-to-date information and links in support of the knowledge management role of state and local workforce boards. The site serves as a resource for a wide range of information on workforce issues, including links to policy papers, speeches, publications and workforce-related organizations.
- ❑ **The Oak Ridge Boys joined in a television spot** promoting the benefits of technical education produced by the Department for Technical Education (DTE) in partnership with the Council on Postsecondary Education. A brochure also promoting the possibilities and advantages of technical education developed by DTE was distributed to 300,000 fifth-through ninth-grade students.
- ❑ **The National Business Engagement Consortium Project** began in the fall of 2001, when Workforce Development's Office of Communication Services joined a seven-state consortium for a \$1.6 million project to market one-stop career center services to employers. The six-month marketing project ran from January through June 2003. The *Engaging the Business Community* campaign revolved around five direct-mail pieces sent to more than 2,500 employers in Kentucky, plus a public relations component, and ran in conjunction with the business services pilots project.



## Delivering a World-Class Workforce Through Collaboration

Accomplishments of the project included:

- Brand awareness more than doubled in Kentucky from 31 percent to 73 percent.
  - Among employers who recognize the one-stop brand, positive views toward the system rose from 51 percent to 57 percent. (Most other respondents did not have negative views; they simply “didn’t know.”)
  - When target employers were asked what resources they would use to hire employees, one stops rose from sixth on the list (mentioned by 8 percent) to second (24 percent). Only newspaper ads ranked higher (48 percent).
  - Employers were much more likely to have had contact with their one-stop center during the months of the campaign. Kentucky increased the number of contacts from 3 percent to 19 percent.
  - Employers who said they “definitely or probably would use a one-stop in the future” rose from 21 percent to 51 percent with the portion that said they would definitely use one stops more than tripling from 9 percent to 32 percent.
- ❑ **The One-Stop Marketing Team received the Team Excellence Award** from Cabinet for Workforce Development Secretary Willie H. Lile. The nomination for the award said, “The mission of the One-Stop Marketing Team – to increase the number of employers using the services of the one-stop centers – has been achieved.” The team, made up of representatives from the CWD’s Office of Communication Services, the Office of Workforce Partnerships, the Department for Training and ReEmployment, and representatives from Cumberlands, Bluegrass, and Lincoln Trail workforce investment areas, was formed after the CWD Office of Communication Services was accepted into a seven-state consortium for a \$1.6 million project to market one-stop career center services to employers.

### Local Initiatives

- ❑ **The Lincoln Trail Workforce Investment Area utilized the services of a marketing consultant** to develop promotional materials geared toward businesses. This gave Lincoln Trail a distinct advantage when it was selected for the business services pilot program, and with the two other pilot sites, formed a marketing team that developed marketing strategies for the pilot projects. Marketing efforts including direct mail, phone contacts, personal visits, presentations before business groups, news releases to the media, radio spots, cable TV ads, and billboards led to increased opportunities for services to local businesses and to increased employment opportunities.
- ❑ **The Northern Kentucky Workforce Investment Board gave priority to marketing its one stops.** With a limited budget, the board creatively included one-stop brochures in the Chamber of Commerce’s business journal, sponsored a Chamber of Commerce “Business After Hours” event, published an article in the *Boone County Recorder*, appeared on a local cable show, and aired numerous public service announcements.

#### Fast Facts

In 2002-2003, Kentucky’s public and independent colleges and universities awarded

- 28,723 undergraduate degrees (certificates, diplomas, associate, and bachelors), and
- 6,744 graduate degrees.

#### Fast Facts

The Department for Training and ReEmployment (DTR)

- reported 285 companies with layoffs that impacted more than 13,500 employees
- served over 17,400 individuals through WIA adult worker, dislocated worker, and youth programs



### Highlight

At right, Betty G. was dislocated from her job at Osh-Kosh B'Gosh, but information presented at a Rapid Response meeting gave her hope that her dream of owning her own dog grooming business could be reached. Betty was referred to the Cumberland WIA dislocated worker program by a Department for Employment Services coordinator who made arrangements for the training Betty needed. Following completion of her training, Betty opened her own "Dogie D Tails" business. It became so successful that she needed help from the WIA dislocated worker program again, this time to fill an assistant's position.

- ❑ **In the TENCO area, adult education partners from outlying counties helped man the one-stops** on an itinerate basis, both increasing the providers knowledge of services available and increasing the services offered in the one stops. Area one-stops rely on other innovative marketing measures including potluck dinners with recipes featured in the local paper, sponsoring fund-raising lunches for community organizations, manning a booth at regional business expos, and hosting regular weekly workshops for unemployed individuals.
- ❑ **All Central Kentucky Job Centers offer a video featuring one-stop services.** The short video was developed to play continuously in lobbies and provide information about different services offered by one-stop partners. The video features cameos from comprehensive one-stop personnel as well as success stories of clients served by the centers.
- ❑ **The Cumberlands Workforce Network was created to leverage the resources of the partners and to increase awareness of its many services** provided through the one stops to the business community. Examples of the network's activities include: hosting open houses at all one stops; holding a Russell County human resource managers meeting in conjunction with the Pulaski County meeting; speaking at the Chamber of Commerce, the Industrial Foundation and other business meetings; partnering with multiple organizations and agencies; making personal visits to state and local officials; assisting new and expanding industries with on-the-job training; and helping with prescreening, testing, job orders, labor market information, wage norms and any other service requested.
- ❑ **Lake Cumberland Workforce Investment Area** joined other partners to assist businesses, thus many new employers who had never used one-stop services were entered into the Employ Kentucky Operating System (EKOS). New businesses included Stephens Pipe and Steel, McDonald's, Pyramid Machine Services, Clear Channel Radio, Bruss, General Electric, Somerset Glass Plant, and TDE.





### Goal 3

*To build a statewide, user-friendly, customer-driven infrastructure for workforce development.*

#### Statewide Initiatives

- ❑ **The Workforce Alliance sponsored programs with more than 22,000 enrolled.** The Alliance is a collaboration of the Council on Postsecondary Education, Kentucky Adult Education, the Cabinet for Workforce Development, the Kentucky Community and Technical College System, and the Cabinet for Economic Development. Its objectives are to provide a coordinated system of workforce education and to leverage new and existing resources to maximize the number of adults and employers served.
- ❑ **The Workforce Investment Portfolio** identifying Kentucky's training fund streams is underway with publication projected for early 2004. The KWIB Accountability and Funding Committee initiated this project with a goal of inventorying publicly funded workforce development programs offered by economic, educational, workforce development and human service agencies in Kentucky. The inventory will be used to inform public policy development, enhance collaboration, and assist in leveraging resources. It will describe the services, functions and target populations of workforce development programs as well as identify estimated funds that are available for the fiscal year ending June 30, 2004 and budget years 2005 and 2006.
- ❑ **Employ Kentucky Operating System (EKOS)**, now in the 11<sup>th</sup> production, is Kentucky's comprehensive on-line case management and reporting system. It continues to unveil enhancements designed by a seven-state consortium. Among recent highlights are advanced navigational features between customer, employer, and job order records and between modules for comprehensive assessment and customer services. In 2003, EKOS began capturing NAFTA/TAA program enrollments, and successfully ran the first federal Trade Act reports, as well as the quarterly and annual reports for labor exchange and the Workforce Investment Act. Kentucky also implemented a New York-developed enhancement that integrates a comprehensive set of state and local management reports. This allows directors and managers to access, request and view detailed information on their specific offices and case managers.
- ❑ **Business services pilots** were conducted in three local workforce investment areas: Bluegrass (Richmond), Cumberlands and Lincoln Trail. This project, focused on small and medium-sized businesses, provided business owners with one point of contact for programs and services. The one stops, KCTCS, and the Cabinet for Workforce Development partnered to carry out the project, sponsored by KWIB's Business and Industry Committee and funded by a grant from the U.S. Department of Labor through the National Business Engagement Consortium.
- ❑ In response to the KWIB's request **to better gauge the success of the One-Stop Career Center System and its continuous improvement**

#### Fast Facts

KCTCS Kentucky Workforce Network Investment System (KY WINS)

- funded 53 projects to provide training to 72 companies
- completed 17 projects serving 294 individuals and creating 34 new jobs
- maintains 36 active projects that are projected to serve 9,783 individuals and create 350 new jobs
- provided average wage for training participants of \$20.26

#### Fast Facts

Department of Vocational Rehabilitation

- served 38,408 individuals
- achieved positive employment outcomes for 4,773 individuals with disabilities
- gained \$64.4 million in total income for these individuals



### Highlight

Johnny R. was laid off from his job of 19 years and began receiving services from the WIA Title I program through the Bluegrass Workforce Investment Board. At that time, he was contributing financially to his daughter's college education and returning to college himself was not something he had in mind. But he did return to college, completed Lexington Community College's civil engineering technology program, and was selected as the 2003 outstanding graduate. Johnny received WIA Title I services from the Mayor's Training Center in the Lexington Central Kentucky Job Center.

efforts, the Charter Oak Group under contract with the Commonwealth of Kentucky completed its one-stop evaluation project during program year 2002. The final report included the following:

- customer and performance analysis regarding job seeker customer flow, employer customers, average weekly wage, and self-sufficiency exit information;
  - employer customer satisfaction reports indicating employer satisfaction data from both WIA and Department for Employment Services (DES) program data; and
  - customer satisfaction reports including service quality of WIA data.
- ❑ **The Rapid Response program reported 285 companies closing or downsizing, impacting approximately 13,600 employees from July 1, 2002, to June 30, 2003.** These numbers were up significantly from the previous year, when Rapid Response served 139 businesses and met with just over 10,000 employees. Rapid Response activities provide examples of effective collaborative employment transitioning efforts among local, state, and national agencies. Local representatives from partner agencies work directly with downsizing or closing businesses and affected workers. At the state level, the Department for Training and ReEmployment coordinates a broad array of services offered by the Department for Employment Services, Local WIA one-stop career centers and WIA dislocated worker programs, Kentucky Adult Education, the Department of Vocational Rehabilitation, the Cabinet for Health Services, and the U.S. Department of Labor's Employee Benefit Security Administration.
- ❑ Kentucky received several **National Emergency Grants** from the U.S. Department of Labor because of significant layoffs in 2002-2003. The grants included:
- statewide grants up to \$10.75 million to be allocated to seven of the 10 local areas;
  - a Greater Louisville grant up to \$2.37 million;
  - a dual enrollment grant (with the Trade Act) up to \$2.85 million;
  - a Western Kentucky Mattel Grant up to \$3.49 million received directly by the West Kentucky WIB.
- ❑ **A Business Relations Group partnership to recruit qualified employees through a nationwide effort** for the Home Depot chain was led by the U.S. Department of Labor and joined by Kentucky's Department for Training and ReEmployment and the one-stop career center system. The one-stop career centers also worked with Toys R Us, Swift Transportation, and Manpower Inc. in similar projects sponsored by the Business Relations Group (an organization of the U.S. DOL) through its *Partnerships for Jobs* and *High-Growth Job Training* initiatives.
- ❑ **The Department for the Blind and the Department for Training and ReEmployment entered into a partnership** to expand the Department for the Blind's Bioptic Driving Training Program. Workforce Investment Act statewide reserve funds assisted the Department for the Blind in training persons with low vision to drive.



- ❑ **The Department for Training and ReEmployment partnered with the Kentucky Community and Technical College System** to coordinate business and one-stop partnership-building training initiatives. The training, conducted across the commonwealth, was funded through WIA incentive funds.

### Local Initiatives

- ❑ **Barren River's customer-oriented "Experience Works"** serves workers ages 55 and over. User-friendly service was offered through contracts that provided training in computer skills, interviewing skills, resume writing, job placements and training in English as a Second Language. This contract received both the WIA Outstanding Program Award and the WIA Outstanding Customer Service Award.
- ❑ **A multifaceted partnership made opening a new comprehensive one-stop center** (a \$1.4 million, 8,100-square-foot building) possible in Elliott County's Sandy Hook at the Rocky J. Adkins Elliott County Public Library. The partnership was made up of **EKCEP**, state and local government agencies, and the local school system and was led by 99<sup>th</sup> District Rep. Rocky J. Adkins, chairman of the EKCEP Workforce Investment Board. Seven partner agencies providing services in the new facility include the Department for Employment Services, the Department of Vocational Rehabilitation, Kentucky Adult Education, the Department for the Blind, the Northeast Kentucky Area Development Council, Experience Works, and Ashland Community and Technical College.
- ❑ **The county judge-executive's willingness to do whatever it took** to make the center a reality resulted in the opening of the **Lincoln Trail Career Center-Leitchfield** on April 30, 2003. A Leitchfield staff member later wrote: "Yesterday I looked out in the resource room – every computer was in use, customers were seated at tables completing forms or looking at the job lists – everything was running smoothly and everything was organized and in its place. I thought to myself, this is the way it's supposed to be. I just wanted to thank everyone again for making this a reality. It's wonderful to finally have a workplace that is customer-friendly."
- ❑ **EKCEP established an employer-led Business Solutions Team** comprised of private business representatives and partner agencies in EKCEP's one-stop centers to stay in touch with employers' needs and wants. An area-wide manager's position was created with responsibility for working with the team in developing and implementing strategies and policies for meeting the needs of area businesses.
- ❑ **A Workers-in-Transition Workshop** was established by the **Northern Kentucky Workforce Investment Board** as a result of the increased number of dislocated workers coming through the Florence One-Stop. A joint venture with the Department for Employment Services and Gateway Community and Technical College resulted in over 400 customers receiving services to prepare for their next job.

#### Fast Facts

##### **Bluegrass State Skills Corporation (BSSC)**

- awarded 135 skills training Grants-In-Aid grants to 10 KCTCS institutions, five Area Technology Centers, four universities, two local organizations, and one county board of education
- awarded more than \$3.4 million to 116 individual companies and 15 training consortia that included 138 companies
- trained a total of 12,002 individuals for new or expanding industries or provided skills upgrade and retraining services for existing industries
- trained 541 Kentucky residents for new industry
- trained 3,820 Kentucky residents for expanding industry
- provided skills upgrade and retraining services to 7,641 Kentuckians for existing industries
- provided WES funds training to more than 13,000 individuals
- approved more than \$2 million in Skills Training Investment Credit projects for 42 companies to train almost 6,500 individuals



### Highlight

After receiving her GED, Jamie P. requested WIA assistance to attend the registered nurse program at Madisonville Community College. In spite of heavy responsibilities, three children of her own plus responsibility for a younger sister, working, going to school, and giving birth to a fourth child, she completed her RN degree. Now she works on the obstetrics floor at the Regional Medical Center in Madisonville where she loves her job and is full of energy and enthusiasm. Her husband is now working toward his GED so that he can attend college. They are no longer on public assistance and are building their own home.

- ❑ **The Lincoln Trail Workforce Investment Area's "single point of contact" model** resulted in businesses expressing an interest in not only job screening and placement services, but also incumbent worker training and small business consultation.
- ❑ **A partnership to recruit, assess, and educate adults in a way that will maximize their chances of succeeding** while keeping costs down was formed by Jefferson Community College and Jefferson County Public Schools Adult Education. The partnership began in 2002 with six developmental reading classes using computer-assisted instruction. In 2003, more than 24 classes were offered reaching more than 400 students. On June 9, 2003, the partnership was made official with a signed memorandum of understanding between the two partners.
- ❑ **The Right Choice Partners** are community agencies in the **West Kentucky Workforce Investment Area** supporting a WIA funded coordinator to help non-custodial parents obtain and retain employment, thereby assisting the court system in collecting defaulted child support payments. Right Choice allows parents to accept financial responsibility for their children. It also provides a return on the community's investment by saving the court time and taxpayer dollars. Currently, this partnership operates in Christian, Hopkins and Muhlenberg counties through the circuit court and district court systems in coordination with the local career centers and the partners. One partner stated: "It has proven to be an affirmative step in giving parents the opportunity to make the right choice and accept their responsibilities to their children and the community."
- ❑ **Bluegrass Workforce Investment Area (BGWIA) career consultants offered two workshop series.** One focused on writing resumes and cover letters, completing applications and follow up. The other workshop focused on interviewing, dress and appearance. The workshops were provided at no charge and lasted approximately one hour. They were offered at the Bluegrass Area Development District office and Central Kentucky Job Centers in Georgetown, Richmond, Lexington and Danville. In addition to this new service, the BGWIA career consultants offer one-on-one assessment and assistance with job search and employability skills, training and support services.
- ❑ **Maysville Community College demonstrated its partnering capacity with the TENCO Workforce Investment Board** when TechnoTrim announced that a large percentage of its Maysville workforce would be laid off within two months. This action culminated in closure of the plant almost two years later. To take advantage of all possible funding avenues, it was imperative that the dislocated workers enter training programs within a very short period of time. Maysville Community College was able to start several classes by the second half of that fall semester, hired an extra professor, and by the next semester had started an additional licensed practical nurse class. This is one example of how Maysville Community College has worked with one-stop partners in providing outstanding service to the residents of the Buffalo Trace area.



### Goal 4

*To establish Kentucky as a national leader in workforce development and life long learning.*

#### Statewide Initiatives

- ❑ **The Department of Vocational Rehabilitation received national recognition** for several activities and accomplishments in the 2003 program year, including:
  - Services offered by the Department of Vocational Rehabilitation and the Department for the Blind were ranked fifth in the nation in a study by the *Journal of Rehabilitation Administration*.
  - The Department of Vocational Rehabilitation was recognized by the Social Security Administration for maintaining a high average rate of federal reimbursement monies by placing people into jobs during the last six years.
  - A nationally recognized top-five network ([www.kybln.org](http://www.kybln.org)) was developed by the Kentucky Business Leadership Network (KBLN) in partnership with the Department of Vocational Rehabilitation and the Americans with Disabilities Act state coordinator to help people with disabilities find work and help employers find a pool of job-ready applicants.
- ❑ Kentucky became a national leader when the **Kentucky Employability Certificate (KEC)** was officially rolled out in May 2003. The KEC was the first statewide employability certificate based on the WorkKeys System to be officially sponsored by ACT Inc. Numerous states have expressed an interest in the KEC and a few states have since rolled out a similar certificate. The KEC is described in more detail under Goal 1 as it contributes to the comprehensive system of identifying and filling the skill gaps in Kentucky's labor market.
- ❑ The 2002 and 2003 **statewide conferences hosted** by the KWIB provided opportunities for KWIB members, LWIB members, service providers, and local and state government and business leaders to hear from national workforce development and state business leaders, to review and discuss accomplishments of various workforce development partners, and to plan for future Kentucky workforce development challenges. The 2002 conference was the springboard for the strategic planning initiative undertaken in 2003, as futurist Ed Barlow and Bob Knight, formerly of the National Association of Workforce Board, highlighted the conference.
- ❑ The Ford Foundation selected Kentucky as one of six states to implement the next phase of **the community college Bridges to Opportunity Grant – a career pathways project** integrating academic and workforce development missions. Despite their potential to serve the educational and economic needs of at-risk populations, community colleges face major

#### Quote

“Just look at some of the services the Kentucky Business Leadership Network (KBLN) offers:

- a job bank for recruiters and job seekers with disabilities
- community partners (highly trained experts) who offer information and training on interviewing, hiring and keeping workers with disabilities,
- specialists who will meet the companies to offer professional advise in accommodating workers with disabilities.

Joining the KYBLN makes sense to Bank One!”

Glenn Leveridge,  
Bank One,  
Lexington Market President



### Highlight

James J. graduated in 1969 from Marshall University with a bachelor's degree in math. He worked for several companies over the years before going to the Whitehall Furniture LLC in Owensboro, where he worked for three years as an information systems manager. After receiving news of his layoff, James updated his resume and began a job search with help from the Green River Workforce Investment Area. He soon found, however, that he needed to update his education because his skills were now obsolete. He began his training at Owensboro Community College, continued at Western Kentucky University, and expects to complete a master's degree which will enable him to teach. James would not have been able to go back to college without WIA program assistance.

challenges in effectively integrating the workforce and academic missions of the colleges. With KCTCS as the lead grantee, the Bridges project responds to these needs with the following objectives:

- Promote policy innovation that supports the integration of the multiple community college missions through selected engagement of policymakers, institutional practitioners, and multi-stakeholder coalitions; and
  - Research ways in which state and local policies can enhance community colleges' efforts to expand educational and economic opportunities for disadvantaged students.
- ❑ **Kentucky was awarded more than \$2 million in Workforce Investment Act Incentive Funds for program year 2001.** Kentucky was one of only a handful of states to receive this award for three straight years. Program Year 2001 award was made because Kentucky reached or exceeded performance measures for WIA Title I, Title II (adult education) and Perkins Act (technical education). The funds have been targeted to: 1) support local WIB initiatives related to the comprehensive strategic planning process; 2) support customer service activities; 3) promote and expand the use of skill credentials; and 4) promote statewide tools for employers under a unified brand.
- ❑ Nancy Laprade, **executive director** of the KWIB, was **appointed** in late 2003 by the National Association of State Workforce Board Chairs to serve as the chair of the staff directors group which supports the state association. In this capacity, Laprade serves in an ex-officio role on the executive committee of the State Chairs Association.

### Local Initiatives

- ❑ **A U.S. Senate subcommittee learned about promising practices in EKCEP's Pike County JobSight one-stop center** during testimony in summer 2002. The eastern Kentucky program was one of 14 exemplary one-stop centers nationwide selected for examination by the U.S. General Accounting Office. Throughout the hearing, the one-stop was praised for its initiatives in cross-training and collaboration among one-stop staff, coordination with economic development, dedication of staff to business outreach, response to specific industries' needs, marketing, and creation of a shared identity for its partners.
- ❑ **An Associated General Contractors National Teacher of America award** was received by Breathitt County Area Technology Center (ATC) carpentry instructor Claude Gross. He was one of three teachers to receive this award.
- ❑ **The Tri-County Business and Industry Training Consortium in the Green River WIA received a \$3 million grant – one of seven awarded nationwide** by the U.S. Department of Labor. The grant was the result of a conversation between business leaders and U.S. Secretary of Labor Elaine Chao, the keynote speaker at a local Chamber of Commerce meeting, about the need for industry-upgrade training. The Tri-County Business and



### Goal 5

*To increase coordination, communication and resources to provide universal access to quality workforce development services for Kentucky's youth.*

### Statewide Initiatives

- ❑ **The asset mapping project**, conducted by the University of Kentucky under the leadership of the KWIB Youth Committee and the Department for Training and ReEmployment, documented youth services currently available across the commonwealth. This project identified service needs, available resources and service gaps of existing youth programs. The youth committee will work with local youth councils to use this asset map to identify and leverage new resources to meet service gaps. Detailed results of the project may be found at [www.uky.edu/SocialWork/KYouthresource/](http://www.uky.edu/SocialWork/KYouthresource/).
- ❑ **A youth summit** for nearly 200 local and state workforce investment board and youth council members and youth service providers was sponsored by the Department for Training and ReEmployment. The summit provided technical assistance workshops and highlighted innovative programming. Through WIA funding, DTR served more than 8,000 youth ages 14-21 in its programs.
- ❑ **Under the sponsorship of the Department for Technical Education, new area technology centers** (ATCs) were built in Jackson and Lincoln counties, another ATC was rebuilt in Monroe County, and two others (Mason and Shelby counties) were expanded as high schools realized that technical education is important to the community as a key economic development tool.

Other accomplishments include:

- **a \$9 million investment in state-of-the-art equipment** made by the Department for Technical Education enables students to learn skills based on industry standards in 30 new information technology and health sciences programs;
  - ATCs offer **33 information technology academies** with more than 1,200 students working toward information technology industry certifications; and
  - **16 grants covering 32 counties and involving 40 school districts** were awarded by the Kentucky School-to-Work program, a branch of the Department for Technical Education.
- ❑ **Progress continues on developing the Go Higher Web Portal system** – an Internet-based, integrated student services system designed to aid prospective students in college search, selection and application processes in

#### Fast Fact

A total of 19,807 Kentucky students enrolled in Department for Technical Education programs

#### Highlight

Before Amanda C. entered the TENCO's WIA program, she had dropped out of high school, given birth to a son and was living on a limited income. With help from WIA, Amanda returned to school, took a flexible curriculum and graduated with her classmates. She then entered Maysville Community College where her dedication and excellence did not go unnoticed. Her name was given to the East Kentucky Power Cooperative where she was hired as part-time office staff at \$9.22 per hour. She continued to work about 25 hours per week while maintaining full-time classes. She is on the dean's list and expects to graduate next fall.



### Fast Fact

A total of 3,554 Kentucky students completed Department for Technical Education programs.

### Fast Fact

Over 9,400 students enrolled in dual high school-college credit courses.

### Highlight

Chad enrolled in the Gallatin County WIA program in September 2001. He came from an unstable home life and struggled in school. With the help and support from WIA staff, Chad's schoolwork and his self-esteem improved. The WIA program coordinator discussed goals with him and found out that his goal was to become a funeral director. A summer internship was arranged for him, which re-affirmed his goal. After graduating from high school he enrolled in the Mid America College of Funeral Services in Jeffersonville, Indiana.

Kentucky. Development partners include Kentucky Adult Education, the Department of Education, the Kentucky Virtual University, the Kentucky Higher Education Assistance Authority, the Council on Postsecondary Education, and the Kentucky Community and Technical College System.

- ❑ Through WIA statewide reserve funds, 48 sites throughout Kentucky served in-school youth using the **Jobs for America's Graduates** curriculum administered through the Department of Education. This contract served 771 youth ages 14-21 in grades 9-12. Since 1999, program sites have grown from 14 to 48.
- ❑ Through WIA incentive funds, the Department for Technical Education partnered with the **Kentucky National Guard Youth Challenge Division** within the Kentucky Department for Military Affairs to provide services to at-risk youth recruited from all counties in Kentucky.

Kentucky National Guard Youth Challenge Division conducts an 18-month voluntary program for at-risk youth between the ages of 16 and 18 who have dropped out of school. The program consists of two phases: a rigorous 22-week residential military program located at Fort Knox, and a 12-month mentoring period, which takes place in the participant's home community. As part of the 22-week residential component, youth receive academic, employability and technical skills training.

- ❑ Through WIA statewide reserve funds, out-of-school youth are served utilizing the **Jobs For America's Graduates (JAG)** curriculum administered through four of the local workforce investment areas. Youth ages 16-21 are provided basic skills and work-readiness skills training in order to achieve a GED and one positive outcome, such as employment or postsecondary education. Four sites served approximately 114 youth.

## Local Initiatives

- ❑ **Dual enrollment** allows students to earn both high school and college credit while enrolled in high school. More than 9,400 high school students are getting a head start on their college education and saving tuition money through dual enrollment thanks to this Kentucky Tech/Kentucky Community and Technical College partnership.
- ❑ **The Marion County Work Seal Program, in the Lincoln Trail WIA**, is an active partnership between the school system and local business and industry. Its mission is to prepare students for the transition from school to work and life beyond the classroom. Students who successfully meet specific criteria related to employability skills receive a certificate that is recognized by local business and industry. This model program was highlighted at the Youth Summit and the KWIB annual conference.
- ❑ The WIA club allows students to develop leadership skills and to explore community service activities. **WIA** stands for the "Workforce Investment Act," but in the Barren River area, it also stands for "**Workers In Action**," a club sponsored by the Monroe County Board of Education and the local



## *Delivering a World-Class Workforce Through Collaboration*

WIB – an activity representative of **award-winning youth services** available to in- and out-of-school youth.

- ❑ **In the Lincoln Trail WIA, the costs of employing youth are divided between the businesses and the service providers** where work opportunities are limited and most businesses are small with minimal funds for employees. One employer not only hires youth when they complete the program, but assists in providing work-readiness training. Thanks to the collaborative efforts of multiple partners, 100 percent of both in-school and out-of-school youth completed their goals, obtained GEDs or diplomas, and went on to college or high-paying jobs.
- ❑ **The Northern Kentucky WIA and the Gateway Community and Technical College's Business and Industry Services Division** contract to provide leadership development services and information to all Northern Kentucky youth clients. The youth gain skills, knowledge, and experience that:
  - increases self-esteem;
  - enhances their ability to use the one-stop career center services;
  - increases technical and job skills;
  - provides new career options; and
  - allows them to gain leadership and employability skills.
- ❑ **The West Kentucky WIA and Hopkinsville Community College's** Youth Workforce Connections Program combining local business and industry funding with two out-of-school youth programs enhances opportunities for WIA participants. The program identifies eligible youth and offers them short-term employment and employability training. One local business hired 16 participants. Word of mouth about the positive outcomes of this initiative resulted in additional businesses joining the effort.
- ❑ **The Louisville Youth Opportunity Network (LYON)** program is one of the nation's most effective youth opportunity programs, making a measurable difference for 14-21 year olds in Louisville's empowerment zone by lifting education and skill levels.



### **Highlight**

Jessica is attending Lindsey Wilson College where she is majoring in pre-med. When she enrolled in the WIA youth program, Jessica was referred to certified nurses aid training and was employed by a local nursing home. She is a past participant of a Barren River Workforce Investment Area/Metcalf County Board of Education program and received a WIA Outstanding Alumnus Award.

**At left: Youth Resource Mapping Session**



**Workforce Investment Act Title IB  
Financial and Performance Outcome Summary  
July 1, 2002 - June 30, 2003**

For the third straight year, Kentucky was awarded WIA Incentive Funds based on WIA, adult education, and Carl Perkins performance measure achievements. However, rising expenditures in program year 2001 left fewer carry-forward funds, resulting in a significant reduction in funds available for program year 2002 workforce activities. Consequently, the commonwealth was left with a reduced workforce development budget at a time of severe state revenue shortfall. To meet budget needs, the local workforce investment boards requested \$3.4 million in statewide reserve funds from the governor, the Department for Training and ReEmployment awarded over \$4.7 million in rapid response assistance funds, and the commonwealth was awarded two National Emergency Grants.

**Services to dislocated workers and industry dislocations**

- ❑ Ninety three percent increase from Program Year 01 in number of companies served through rapid response activities (up from 148 to 285)
- ❑ Thirty six percent increase from PY01 in the number of workers impacted by company dislocations (up from 10,000 to 13,607)
- ❑ Nine percent increase from PY01 in number of dislocated workers receiving services beyond rapid response activities (up from 4,219 to 4,616)

**Services to adults**

- ❑ Twelve percent decrease from PY01 in the number of adults served (down from 5,383 to 4,755)
- ❑ Forty-one percent increase from PY01 in the number of adults exited (up from 1,697 to 2,392)
- ❑ Although the program year 2002 adult allocation was essentially equivalent to the program year 2001 adult allocation, the total adult funds available decreased by 22 percent from PY01 to PY02 because of fewer carry-in funds (available funds down from \$21.6 million to \$16.9 million)
- ❑ Seven percent decrease from PY01 in cost per adult served (down from \$2,894 to \$2,678) and 42 percent decrease in cost per adult exited (down from \$9,181 to \$5,324), due in part to the reduction of Individual Training Account (ITA) awards made

**Services to youth**

- ❑ Less than one percent decrease from PY01 in the number of youth served (down from 8,117 to 8,045)
- ❑ Thirty percent increase from PY01 in the number of youth exited (up from 3,166 to 4,116)
- ❑ Nine percent decrease from PY01 in the funds available for youth (down from \$33.7 million to \$30.6 million)
- ❑ Five percent decrease from PY01 in the cost per youth served (down from \$1,886 to \$1,792) and 28 percent decrease in the cost per youth exited (down from \$4,835 to \$3,501)
  - The range of costs for serving youth varies widely. For example, some in-school programs are relatively inexpensive, while programs for out-of-school youth may provide extensive services over a period of years.

**Fast Facts**

**Additional one-stop data:**

- Nearly 1.4 million visits made by job seekers
- 42,000 employers served



## Delivering a World-Class Workforce Through Collaboration

### WIA Financial Statement PY 2002

Operating Results	Available	Expended	Percentage	PY 2003 Carry Forward Funds *
Total New Funds	\$41,361,216			
Total PY 2001 Carry In Funds	\$43,423,898			
<b>Total All Funds Sources</b>	<b>\$84,785,114</b>	<b>\$46,570,326</b>		<b>\$38,214,788</b>
Adult Program Funds	\$11,294,258	\$7,161,645	63%	\$4,132,613
PY 2001 Carry In	\$5,574,006	\$5,574,006	100%	
Dislocated Worker Program Funds	\$5,740,872	\$2,920,980	51%	\$2,819,892
PY 2001 Carry In	\$2,929,867	\$2,929,867	100%	
Youth Program Funds**	\$12,193,726	\$235,249	2%	\$11,958,477
PY 2001 Carry In**	\$18,416,178	\$14,178,261	77%	\$4,237,917
Local Administration Funds	\$3,129,192	\$54,566	2%	\$3,074,626
PY 2001 Carry In	\$4,205,827	\$3,045,015	72%	\$1,160,812
Rapid Response Funds	\$2,798,985	\$1,999,243	71%	\$799,742
PY 2001 Carry In	\$3,663,937	\$2,937,485	80%	\$726,452
Statewide Activity Funds	\$6,204,183	\$252,926	4%	\$5,951,257
PY 2001 Carry In	\$8,634,083	\$5,281,083	61%	\$3,353,000

**Notes:**

\*Includes committed funds

\*\**Out-of-School Youth*                      \$9,182,971    \$5,904,907                      64%                      \$3,278,064

\*\**In-School Youth*                              \$21,426,933    \$8,508,604                      40%                      \$12,918,329

Summer Employment Opportunities                      \*\*\*\$2,836,191

\*\*\**Subset of In-School and Out-of-School Youth Fund Expenditures*

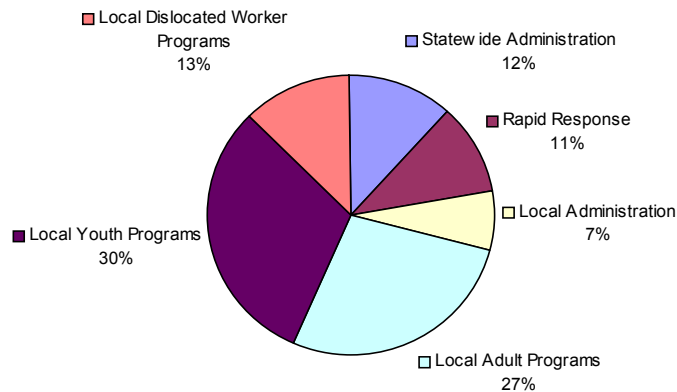
### Cost of Program Activities Relative to Program Outcomes

		Number	Number	Cost per	Cost per
	Expenditures	Customers Served	Exiters	Customer	Exiter
Adults	\$12,735,651	4,755	2,392	\$2,678	\$5,324
Dislocated Workers	\$5,850,847	4,616	1,725	\$1,268	\$3,392
Youth	\$14,413,510	8,045	4,116	\$1,792	\$3,502
<b>Totals / All Program Strategies</b>	<b>\$33,000,008</b>	<b>17,416</b>	<b>8,233</b>	<b>\$1,895</b>	<b>\$4,008</b>



## KWIB 2002-2003 Annual Report

### PROGRAM YEAR 2002 EXPENDITURES



### WIA Title 1 Year End Performance PY2002

Population	Measure	Negotiated Rate	Actual Performance	Negotiated Rate %	Met Standards?	Federal Comments
Adults					80%	
	Entered Employment Rate	66%	77%	116%	Yes	Exceeded
	6-Month Retention Rate	77%	88%	114%	Yes	Exceeded
	6-Month Earnings Change	\$3,450	\$4,614	134%	Yes	Exceeded
	Employed & Earned Credential	55%	66%	120%	Yes	Exceeded
Dislocated Workers						
	Entered Employment Rate	68%	83%	122%	Yes	Exceeded
	6-Month Retention Rate	83%	91%	110%	Yes	Exceeded
	6-Month Wage Replacement	80%	88%	110%	Yes	Exceeded
	Employed & Earned Credential	47%	60%	127%	Yes	Exceeded
Older Youth (19-21)						
	Entered Employment Rate	63%	69%	109%	Yes	Exceeded
	6-Month Retention Rate	75%	81%	108%	Yes	Exceeded
	6-Month Earnings Change	\$2,800	\$3,227	115%	Yes	Exceeded
	Employed & Earned Credential	37%	36%	98%	Yes	Meets
Younger Youth (14-18)						
	Skills Attainment	67%	78%	116%	Yes	Exceeded
	Earned Diploma/GED	42%	67%	159%	Yes	Exceeded
	6-Month Retention Rate in a Positive Activity	42%	59%	139%	Yes	Exceeded
Employers						
	Customer Satisfaction	71%	76%	107%	Yes	Exceeded
Individual Customers						
	Customer Satisfaction	64%	83%	130%	Yes	Exceeded



## *Local Workforce Investment Areas*



### **Barren River**

177 N Graham Avenue  
PO Box 90005  
Bowling Green, KY 42102-9005  
[www.bradd.org](http://www.bradd.org)  
p: 270.781.2381 f: 270.842.0768  
Allen, Barren, Butler, Edmonson,  
Hart, Logan, Metcalfe,  
Monroe, Simpson, Warren

### **Bluegrass**

699 Perimeter Drive  
Lexington, KY 40517  
[www.bgadd.org](http://www.bgadd.org)  
p: 859.269.8021 f: 859.269.7917  
Anderson, Bourbon, Boyle, Clark, Estill,  
Fayette, Franklin, Garrard, Harrison,  
Jessamine, Lincoln, Madison, Mercer,  
Nicholas, Powell, Scott, Woodford

### **Cumberland**

PO Box 1570  
2384 Lakeway Drive  
Russell Springs, KY 42642  
[www.lcadd.org](http://www.lcadd.org)  
p: 270.866.4200 f: 270.866.2044  
Adair, Casey, Clinton,  
Cumberland, Green, Laurel,  
McCreary, Pulaski, Rockcastle,  
Russell, Taylor, Wayne, Whitley

### **EKCEP**

941 N Main  
Hazard, KY 41701  
<http://www.jobsight.org>  
p: 606.436.5751 f: 606.436.5755  
Bell, Breathitt, Carter, Clay, Elliott, Floyd,  
Harlan, Jackson, Johnson, Knott, Knox,  
Lawrence, Lee, Leslie, Letcher, Magoffin,  
Martin, Menifee, Morgan, Owsley, Perry,  
Pike, Wolfe

### **Greater Louisville**

410 West Chestnut, 2nd Floor  
Louisville, KY 40202  
[www.kentuckianaworks.org](http://www.kentuckianaworks.org)  
p: 502.574.2500 f: 502.574.4288  
Jefferson, Bullitt, Henry, Oldham, Shelby,  
Spencer, Trimble

### **Green River**

3860 US Highway 60 West  
Owensboro, KY 42301  
[www.gradd.com](http://www.gradd.com)  
p: 270.926.4433 f: 270.684.0714  
Daviess, Hancock, Henderson, McLean,  
Ohio, Union, Webster

### **Lincoln Trail**

613 College St Road  
PO Box 604  
Elizabethtown, KY 42702-0604  
[www.ltadd.org](http://www.ltadd.org)  
p: 270.769.2393 f: 270.769.2993  
Breckinridge, Grayson, Hardin, Larue,  
Marion, Meade, Nelson, Washington

### **Northern Kentucky**

22 Spiral Drive  
Florence, KY 41042  
[www.nkadd.org](http://www.nkadd.org)  
p: 859.283.1885 f: 859.283.8178  
Boone, Campbell, Carroll,  
Gallatin, Grant, Kenton,  
Owen, Pendleton

### **Purchase/Pennyrile**

300 Hammond Drive  
Hopkinsville, KY 42240  
[www.peadd.org](http://www.peadd.org)  
p: 270.886.9484 f: 270.886.3211  
Ballard, Caldwell, Calloway, Carlisle,  
Christian, Crittenden, Fulton,  
Graves, Hickman, Hopkins,  
Livingston, Lyon, Marshall,  
McCracken, Muhlenberg,  
Todd, Trigg

### **TENCO**

201 Government St, Suite 300  
P.O. Box 460  
Maysville, KY 41056  
[www.state.ky.us/agencies/btrc](http://www.state.ky.us/agencies/btrc)  
p: 606.564.6894 f: 606.564.0955  
Bath, Boyd, Bracken, Fleming,  
Greenup, Lewis, Mason,  
Montgomery, Robertson,  
Rowan



## *Comprehensive One-Stop Career Centers*

Ashland One Stop Center  
1844 Carter Avenue  
**Ashland** KY 41101  
p: 606.920.2024  
f: 606.920.2026

Lincoln Trail Career Center  
860 West Stephen Foster Avenue  
**Bardstown** KY 40004  
p: 502.348.2709  
p: 888.570.5495 (toll free)  
f: 502.349.6608

Bowling Green Area Career Center  
803 Chestnut Street  
**Bowling Green** KY 42102  
p: 270.746.7425  
f: 270.746.7825

Cumberlands Workforce Network  
Campbellsville Career Center  
1311 East Broadway  
**Campbellsville** KY 42718-1599  
p: 270.465.2335  
f: 270.789.4082

Cumberlands Workforce Network  
Corbin Career Center  
310 East Center Street  
**Corbin** KY 40702  
p: 606.528.3460  
f: 606.523.5642

One Stop Career Alliance of Northern  
Kentucky  
320 Garrard Street  
**Covington** KY 41011  
p: 859.292.6666  
f: 859.292.6777

Central Kentucky Job Center  
121 East Broadway  
**Danville** KY 40423-0047  
p: 859.239.7411  
f: 859.239.7541

Lincoln Trail Career Center  
916 North Mulberry  
**Elizabethtown** KY 42701  
p: 270.766.5115  
p: 1.800.455.5587 (toll free)  
f: 270.766.5112

One Stop Career Alliance of Northern Kentucky  
8020 Ewing Boulevard  
**Florence** KY 41022  
p: 859.371.0808  
f: 859.371.5103

Central Kentucky Job Center  
1000 West Main Street  
**Georgetown** KY 40324  
p: 502.863.2402  
f: 502.863.1966

Glasgow Area Career Center  
445 North Green Street  
**Glasgow** KY 42141  
p: 270.651.2121  
f: 270.651.8916

Henderson Career Connections Center  
2660 South Green Street  
**Henderson** KY 42420  
p: 270.830.5386  
f: 270.831.2767

Breathitt Career Center  
110 Riverfront Drive  
**Hopkinsville** KY 42240  
p: 270.889.6509  
f: 270.886.9427

Perry County JobSight  
LKLP Community Action Council Inc  
14 Logan Drive, PO Box 340  
**Jeff** KY 41751  
p: 606.436.3161  
f: 606.439.2229

Lincoln Trail Career Center  
125 E Market, Suite 10  
**Leitchfield** KY 42754  
p: 270.259.4912  
f: 270.259.8502

Central Kentucky Job Center  
1055 Industry Road  
**Lexington** KY 40505  
p: 859.258.3140  
f: 859.425.2140

KentuckianaWorks One-Stop Career Center  
DES 6<sup>th</sup> and Cedar  
610 W. Cedar Street  
**Louisville** KY 40202  
p: 502.595.0099  
f: 502.595.0098

KentuckianaWorks One Stop Career Center The  
NIA Center  
2900 West Broadway  
**Louisville** KY 40211  
p: 502.574.4100  
f: 502.574.1197

JobNet Career Center  
755 Industrial Park Road  
**Madisonville** KY 42431  
p: 270.821.9966  
f: 270.825.1394

Clay County JobSight  
Daniel Boone Development Council Inc  
1535 Shamrock Road  
**Manchester** KY 40962  
p: 606.598.5127  
f: 606.598.4330

Mayfield Career Center  
319 South 7<sup>th</sup> Street  
**Mayfield** KY 42066-0449  
p: 270.247.3857  
f: 270.247.8902

One-Stop Government Center  
201 Government Suite 300  
**Maysville** KY 41056  
p: 606.564.6894  
f: 606.564.0955

Gateway One-Stop Center  
126 Bradley Avenue  
**Morehead** KY 40351  
p: 606.784.7538  
f: 606.784.2631

Owensboro Area Career Center  
121 East Second Street  
**Owensboro** KY 42303  
p: 270.926.4610  
f: 270.687.7276

Paducah Career Center  
418 South 6<sup>th</sup> Street  
**Paducah** KY 42001  
p: 270.575.7000  
f: 270.575.7008

Pike County JobSight  
Big Sandy Community and Technical College  
120 South Riverfill Drive  
**Pikeville** KY 41501  
p: 606.218.2106  
f: 606.218.2147

Bell County JobSight  
Bell-Whitley Community Action Agency Inc  
129 Pine Street  
**Pineville** KY 40977  
p: 606.337.3044  
f: 606.337.1439

Central Kentucky Job Center  
595 South Keeneland Drive  
**Richmond** KY 40475  
p: 859.624.2564  
f: 859.624.1075

Elliott County JobSight  
Rocky J. Adkins Elliott County Public Library  
Sycamore and Main Street  
PO Box 750  
**Sandy Hook** Kentucky 41171  
p: 606.738.5796  
f: 606.738.4980

KentuckianaWorks One-Stop Career Center  
Bullitt County  
Shepherdsville Square Shopping Center-12  
445 Highway 44  
**Shepherdsville** KY 40165-6078  
p: 502.955.9131  
f: 502.543.4861

Cumberlands Workforce Network  
Somerset Career Center  
410 East Mt. Vernon Street  
**Somerset** KY 42501  
p: 606.677.4124  
f: 606.677.4119





226 Capital Plaza Tower  
500 Mero Street  
Frankfort, Kentucky 40601

p. 502.564.6606  
f. 502.564.7967

[www.kwib.ky.gov](http://www.kwib.ky.gov)

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